

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS
NOVEMBER - DECEMBER 2015**

COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<p>1 <u>11/1/2015</u> <u>Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>11/2/2015</u></p>	<p>I am loath to complain but I find the level of execution performed by your janitorial staff abysmal.(Mariners branch)</p>	<p>Thank you for bringing your concern regarding the cleaning of the Mariners Branch Library. We will work with our janitorial vendor to ensure that the building is maintained. Would you please let me know what areas are of the most concern so that we can have them be sure to concentrate on those. Thank you for using your Library.</p>
<p>2 <u>11/12/2015</u> <u>Email</u> <u>Dave Curtis</u> <u>Library Services Manager</u> <u>11/12/2015</u></p>	<p>Hello, I wanted to know if this library is available for use for anyone or if a membership is required. I am not a Newport resident but spend a lot of time there and wanted to know if it was possible to study at this library and if WiFi is available. Thank you.</p>	<p>Good Morning, Thanks for asking about using the Newport Beach Public Library. Yes, anyone can come and make use of the Library. We do have Wi-Fi service. All you have to do is get a library card which is free and easy. We are glad you will be spending time in the Library. All the best,</p>
<p>3 <u>11/18/2015</u> <u>Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>11/18/2015</u></p>	<p>I requested the book, Bless Me Ultima on 11/5, to be sent to the Mariners branch. It looks as though it is still on the shelf in the Central Library. Would it be possible for someone to check for me? Thank you.</p>	<p>I'm sorry for the delay. It looks like we have a paperback version waiting for you on the hold shelf at Mariners. If you need further assistance please let me know. Thank you for using your Library.</p>
<p>4 <u>11/20/2015</u> <u>Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>11/23/2015</u></p>	<p>Hi- According to your website, the Friday hours for Bistro 24 are 7 a.m. to 5 p.m. However, I just went to the Bistro (at 4:35 p.m on Friday, 20th November) and found it closed. Does the website need correcting or was the employee there correct when she said that the Bistro closes at 4.30 pm on Fridays? Thanks! ***** Customer replied to Meliss'a's response: Thanks for the info, Melissa. Best,</p>	<p>I am sorry for the confusion in regards to the Bistro's hours. The hours have changed from their original hours. Here are the current hours: Mon-Thu: 8:00 am-5:30 pm Fri: 8:00 am-4:30 pm Sat: 11:00 am-4:00 pm Sun: Closed The link on our website now takes you directly to their site with the correct hours posted. Thank you for using your Library.</p>
<p>5 <u>12/10/2015</u> <u>Email</u> <u>Tim Hetherton</u> <u>Library Services Director</u> <u>12/10/2015</u></p>	<p>Good afternoon! We are going to be cleaning out some books from our shelves and I wondered what sort of books you accepted for the library. Do you accept cook books, repair books, etc., as well as novels? Just wanted to be sure before I box them up to bring over. Thank you!</p>	<p>Yes, those books are fine. Please bring them to the Friends of the Library Bookstore on the first floor of the Central Library. The Friends will provide a receipt that you can use for tax purposes. Thanks very much for thinking about us! Best regards.</p>

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<p><u>6</u></p> <p><u>12/3/2015</u></p> <p><u>Email</u></p> <p><u>Tim Hetherton</u></p> <p><u>Librarty Services Director</u></p> <p><u>12/3/2015</u></p>	<p>I notice that in the morning patrons come early to get good study spots. However, I also notice that a few also reserve additional study spots for their friends who show up later so they could be studying next to each other. They do this by laying down some objects (book, clothes,...) on adjacent blue tables. I think that this is unfair for other people who also show up early but couldn't get these good spots. Does the library allow advanced reservations of seats for friends? It may help if there is a clear sign on this policy in the study sections.</p> <p>Thank you.</p>	<p>The quiet study area is a popular and high demand area for many of our customers. We have many comfortable and quiet spots in the library for study with WiFi access throughout the building that may prove amenable to you. However, if you feel that other customers are occupying more than one space when other customers need accommodating, please let the staff know and they will address the situation. Thank you.</p>
<p><u>7</u></p> <p><u>11/29/2015</u></p> <p><u>Email</u></p> <p><u>Tim Hetherton</u></p> <p><u>Library Services Director</u></p> <p><u>12/1/2015</u></p>	<p>Dear Sir or Madam, A personal copy of a book was mistakenly given away to the Friends of the Library Bookstore some months back and I am trying to recover it, as it is of great sentimental value. Can you please check if you have it. The title is "Teach Yourself Esperanto" by Cresswell and Hartley. It has a blue cover. Can you please let me know if you have this book. It is of great importance that I recover it.</p> <p>Sincerely,*****</p> <p>The customer responded as follows:</p> <p>Dear Tim, I appreciate your checking so thoroughly for the missing book. Although I am disappointed that it has not been found, I appreciate the genuine and sincere effort that you and your colleagues made in searching for it as well as all of the kind follow up. Many thanks.</p>	<p>Good morning , The Friends bookstore staff have made an exhaustive search for "Teach Yourself Esperanto" without success. Foreign language books can only be in two areas of the store and unfortunately, the book is not there. The Friends of the Library have offered to keep an eye out if the book is subsequently donated by someone who purchased it in the store. They offer you their regrets. I'm sorry; this must be very disappointing.</p> <p>Best regards.</p>
<p><u>8</u></p> <p><u>Email</u></p> <p><u>11/24/2015</u></p> <p><u>Tim Hetherton</u></p> <p><u>Library Services Director</u></p> <p><u>11/24/2015</u></p>	<p>Hi, I was wondering what the protocol is to film in the library? We're trying to get some shots for our project; it will be around 25-30 minutes max. Who do we have to contact for permission?</p>	<p>Hi , For information on film permits in the City of Newport Beach, please visit: http://www.newportbeachca.gov/i-am-a/business/film-newport-beach</p> <p>Thanks.</p>
<p><u>9</u></p> <p><u>12/13/2015</u></p> <p><u>Email</u></p> <p><u>Melissa Kelly</u></p> <p><u>Support Services Coordinator</u></p> <p><u>12/14/2015</u></p>	<p>Hello, I received today a message about returning the book " Challenger 6 / Corea Murphy.v. 6 v. 6 ". But I already returned it on Wednesday November 25 or December 2, 2015. (I'm not sure about the date, it was Wednesday). I checked out another one instead, level 8) Could you please double check it. Thank you,</p>	<p>We will have staff check your account and search for that book. If you have other questions regarding your account please let us know. Thank you for using your Library.</p>
<p><u>10</u></p> <p><u>12/23/2015</u></p> <p><u>Written Comment Card</u></p> <p><u>Dave Curtis</u></p> <p><u>Library Services Manager</u></p> <p><u>12/23/2015</u></p>	<p>I had a great experience with Susan, your Reference Library Assistant. I'm from out of town, and she took the initiative to reprint a map for me. Very helpful.</p>	<p>Good Afternoon, Thank you for taking the time to share your experience here at the Newport Beach Public Library. I am always happy to hear customer feedback...especially from those that want to share how happy they are with our staff or services. Your interaction with Susan sounds about right, as she is always upbeat and great with customers. I will pass along your compliments to her and her supervisor. We hope you are enjoying your visit to Newport Beach and that you visit us at the Library again when you come back. Happy Holidays!</p>